

Application of: Anand R. Kumar, et al.
Serial No.: 10/735,470
Amendment A

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior revisions, and listings, of claims in the application.

Listing of Claims:

Claims 1 - 42 (Cancelled)

43. (Currently Amended) A system for providing a customer care graphical user interface comprising:

a customer care computing system having a memory, an operating system and a processor and further having an executable customer care application operably stored thereon said memory where said customer care application is operable to control the computing system, when executed by said processor, to access customer care data relating to general customer data and management data and generate a graphical user interface having a navigation scheme operable to provide a single point of entry user interface where customer information and account information is continuously in view;

said single point of entry graphical user interface comprising user interface functions including, (1) a navigation window, providing a tree display of options for access to a plurality of informational items relating to servicing a focus customer, (2) a search window providing search access to said informational items, (3) an alert window providing pre-configured notifications to the customer service representative (4) a summary area providing synopsis of said informational items, and (5) a content area providing details of said informational items; and where said customer care application of said customer care computing system provides the single point of entry user interface to handle said user interface functions utilizing an

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integrated group of data repositories which define an element of a graphical user interface and a function of the element and where said integrated group of data repositories include a user interface (UI) repository, a data binding repository and a screen repository where said repositories are linked to various object oriented applications executed at runtime of the customer care application thereby performing data binding, field definition and screen arrangement in order to provide the single point of entry graphical user interface.

Claims 44 - 45 (Cancelled)

46. (New) The system for providing a customer care graphical user as recited in Claim 43, wherein said care system includes preconfigured links and relationships among one or more screens of said care system and further comprising:

a functional option to set aside one or more work areas, wherein said set aside option preserves a first set of tasks or features being utilized by said customer service representative, during the performance of a second set of tasks or features.

47. (New) The system for providing a customer care graphical user as recited in Claim 43, further comprising:

a hierarchy component for classifying the system representation of one or more service items that relate to one or more accounts of a customer;

means for utilizing said classification to organize, present and access information pertaining to said service items; and

an integrated user interface component to present and access information pertaining to said service items, wherein said integrated user interface provides a navigational display for accessing said one or more service items.

48. (New) A system for providing a customer care graphical user interface comprising:
a customer care computing system having a memory, an operating system and a
processor and further having an executable customer care application operably stored thereon
said memory where said customer care application is operable to control the computing system,
when executed by said processor, to access customer care data relating to general customer data
and management data and generate a graphical user interface having a navigation scheme
operable to provide a single point of entry user interface where customer information and
account information is continuously in view;
said single point of entry graphical user interface comprising user interface functions
including, (1) a billing information component, (2) an account management component, (3) an
equipment management component, and (4) an integrated user interface; and
where said customer care application of said customer care computing system provides
the single point of entry user interface to handle said user interface functions utilizing an
integrated group of data repositories which define an element of a graphical user interface and a
function of the element and where said integrated group of data repositories include a user
interface (UI) repository, a data binding repository and a screen repository where said
repositories are linked to various object oriented applications executed at runtime of the
customer care application thereby performing data binding, field definition and screen
arrangement in order to provide the single point of entry graphical user interface.

49. (New) The system for providing a customer care graphical user as recited in Claim
48, wherein said integrated user interface is customer centered and providing interaction between

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a customer service representative and said billing component, said account management component, and said equipment management component;

 said billing component providing access to billing information of a customer and the charges associated with one or more services provided to one or more accounts of said customer wherein said one or more accounts are managed and setup utilizing said account management component; and

 said equipment management component providing information and access relating to any one or more equipment items associated with providing said one or more services to said customer.

50. (New) The system of claim 49 further comprising a work management component, wherein said work management component provides and receives information from said customer service representative relating to one or more tasks that are to be provided by a service provider.

51. (New) The system of claim 50 wherein said work management component further manages work flows and work queues associated with said one or more tasks.

52. (New) The system of claim 51, wherein said management of work flows entails categorizing of said one or more tasks by assignment, output for end user interaction, and system functions including process initiation or application launching.

53. (New) A system for providing a customer care graphical user interface comprising:

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a customer care computing system having a memory, an operating system and a processor and further having an executable customer care application operably stored thereon said memory where said customer care application is operable to control the computing system, when executed by said processor, to access customer care data relating to general customer data and management data and generate a graphical user interface having a navigation scheme operable to provide a single point of entry user interface where customer information and account information is continuously in view;

said single point of entry graphical user interface comprising user interface functions including, (1) a service order component, (2) a service agreement component, (1) a payment collection and adjustment component, and (3) a customer centric user interface; and

where said customer care application of said customer care computing system provides the single point of entry user interface to handle said user interface functions utilizing an integrated group of data repositories which define an element of a graphical user interface and a function of the element and where said integrated group of data repositories include a user interface (UI) repository, a data binding repository and a screen repository where said repositories are linked to various object oriented applications executed at runtime of the customer care application thereby performing data binding, field definition and screen arrangement in order to provide the single point of entry graphical user interface.

54. (New) The system for providing a customer care graphical user as recited in Claim 53, wherein said service order component, said service agreement component, and said payment and adjustment component interfaced to said customer centric user interface; and

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said customer centric user interface providing a hierarchical relationship between a customer, an account and an agreement for providing customer care and managing customer related operations.